Oliver Gutsche (Fermi National Accelerator Lab.) [logout]

24/7 Monitoring of the CMS Computing infrastructure and facilities

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Abstract

The CMS offline computing system is composed of more than 50 sites and a number of central services to distribute, process and analyze data worldwide. A high level of stability and reliability is expected from the underlying infrastructure and services, partially covered by local or automated monitoring and alarming systems. However, dedicated computing shift personnel can further contribute to detect and react timely on any unexpected error, and hence ensure that CMS workflows are carried out efficiently and in sustained manner, in particular in the early phase of the LHC collision running. In order to support the high requirement on the readiness of a complex distributed computing system, CMS has established computing shift procedures, in form of distributed Computing Shift Personnel (CSP), operating worldwide from remote Computing Centers. The shifters are supported by a Computing Run Coordinator located at CERN, by core Computing Operators and by Experts on Call. Together these various actors form a coherent team to ensure the 24/7 monitoring, alarming and trouble shooting of the CMS offline computing system. We review the deployment of the CMS Computing Shift procedures and report on the experience gained throughout the first year LHC collision running. We describe how the efficient communication tools, the coherent monitoring framework, the pro-active alarming and trouble shooting procedures helped the CMS Computing facilities and infrastructure to maintain a high level of readiness.

Files

Bibliography

CMS groups

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